



Piloting update

Progress

- 4th Oct 2012 – presentation to 14 staff
- Concentrated on the mentoring conversation
 - What is mentoring?
 - The importance of mentoring at work
 - Structured approach to mentoring
 - Skills required by the mentor
 - The mentoring conversation
- Provided employer guide notes on Empathy, Listening and Trust

Feedback on the Mentoring Programme

In the meeting, there were 13 Assessors and one IT administrator. Of the 13 Assessors; 5 had been assessing for over 5 years; 8 had been assessing under 5 years. The team Included: 5 Hospitality & Catering Assessors; 8 Business Admin & Customer Service Assessors.

The session lasted for 40 minutes and Included:

1. What is mentoring?
 - a. Comparison with other types of support
 - b. Definition of mentoring
2. The Importance of mentoring at work
 - a. Benefits of mentoring
3. A Structured Mentoring Scheme
 - a. What does formal mentoring look like
 - b. How to gain agreement
4. Skills required by the mentor
 - a. Showing Empathy
 - b. Different levels of listening
 - c. Using Bloom's taxonomy for questioning
 - d. The push/ pull model of coaching and mentoring
5. A typical Mentoring conversation

The following observations were made:

- We had an interesting discussion about Empathy and sympathy
- Staff found the 5 levels of listening amusing and relevant
- Looked in detail at questioning and staff felt that it was an area that they could all focus on to encourage more learner centred reflection
- Steve was very good at explaining the push-pull approach and how you have to tailor it to different learners and at different stages of the course.
- It was agreed that a more formal approach to a mentoring agreement was a good idea and agreed to develop one as part of the project.
- All staff found the session useful and agreed to use some of the techniques on their own learners and with their employers during quarterly reviews, although everyone agreed that it had to be targeted to those employers who would be supportive.
- It was agreed to create some aide memoires for staff to use with employers.
- Manual may need to differentiate between the qualities of a mentor and the skills of a mentor





The Mentoring conversation

Us	Opening	To build rapport, clear the deck, get focus
Mentee	Questioning	Encourage self evaluation, self awareness
Mentor	Listening	To show empathy, steer questioning
Mentor	Paraphrasing	To summarise, show understanding, get to the central issue.
Us	Problem solving	To look forward overcoming any barriers
Mentee	Action Planning	To set SMART targets

[illegible]

The Purpose

To review the skills plan for the Marches LEP and identify what more we could do as employers to promote Hospitality in Herefordshire.

The group included employer representatives from hotels, restaurants, B&Bs, golf clubs and tourism providers.

The meeting, held at the Courtyard Theatre encouraged good debate about what we do well and what could be improved.

Included discussion about employer mentoring and the need for a formal approach.



The Outcome

It was a working meeting with 22 attendees (7 from Riverside).

We created a list of actions that we will carry forward into the new year to create a coordinated approach to raising the delivery and standards of hospitality in the county.



For more information contact Philip Broomhead

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Outcomes

- New Mentoring agreement
- The Mentoring Conversation
- Mentoring guides for Empathy, questioning and listening.



Mentoring Manual

Need to differentiate between qualities of a mentor and skills of a mentor

Qualities of a Mentor	Skills of a Mentor
Empathy Trustworthy Respectful Confidentiality	Listening Questioning Paraphrasing Giving Feedback Problem solving Action Planning